APPENDIX B

Detailed Information by Study Site

Site

Atlanta Fire Department, Atlanta, GA
Dagerman's Just for Kids, Las Vegas, NV
Hoffman Estates Police Department, Hoffman Estates, IL
Indiana Automotive Safety Program, IN
Mahube Community Council, Park Rapids, MN
Pat Clark GMC-Pontiac/Clark County SAFE KIDS Coalition, Las Vegas, NV
Primary Children's Medical Center, Salt Lake City, UT

Atlanta Fire Department, Atlanta, GA



Site Visit Summary

Inspection Station Location Name: City of Atlanta Fire Department Permanent Fitting Station Program
Street Address: City Hall East - Suite 2001, Ponce de Leon Ave. N. E.
City, State: Atlanta, GA: 30308-1807
Phone: 404-853-7081- Atlanta Fire Department; 404-656-6996 – GA Governor's Office of Hwy. Safety
Email Contact: Capt. William May wgmay@ci.atlanta.ga.us; Alex Cabral acabral@gohs.state.ga.us
Date Visited: 7-9/10-02
Type of Agency/Organization: Fire Department with sponsorship by state highway safety office Type of service: ☐ Fixed Site ☐ Mobile ☐ Both
Inspections Completed Per Month: Average 50+ inspections per month
Annual Budget:
□\$5001 – 15,000 □\$15,001 – 25,000 □\$25,001 – 50,000 □\$50,001 – 75,000 ⊠Over \$75,000
Geographical Setting: ⊠ Urban ☐ Suburban ☐ Rural

Program Setting:

Inspections are conducted in approximately 30 of the in-town fire departments throughout the City of Atlanta. Fire stations in Atlanta have an established program of providing blood pressure screening to the public and the child safety seat checks are seen as an extension of the Fire Department's community health and prevention services. The Atlanta Fire Department works closely with the Georgia Governor's Office of Highway Safety (Georgia GOHS), the funding source, in all aspects of the program. Firefighters, trained as certified CPS technicians, are assigned duty in fire stations throughout the city and conduct inspections upon request from the public. Since responding to a fire or other emergency call is the first priority of the department, should an alarm occur the public must on occasion wait or return at a later time for a child safety seat inspection. According to one firefighter/inspector who is particularly active in the program, this situation has occurred for him only two times in 10 months.

Populations Served:

Families from indigent to affluent are served. In particular, the program seeks to serve lower income individuals, as well as ethnic populations including African American, Hispanic and Asian families. Fire stations, located in ethnically diverse neighborhoods throughout the City of Atlanta, conduct various programs to reach out to families living near the stations. These activities include programs with faith-based groups, neighborhood health care facilities and open house activities at the fire stations. Child safety seat inspection services are also promoted through fire education and other community health services provided by the Atlanta Fire Department.

OPERATIONAL DETAILS:

The Atlanta Fire Department Permanent Fitting Station Program has been operational since February 2001. The Inspections are provided at no cost to participants.

Service Delivery Schedule:

Fixed site, set days/hours, drop-in basis: Fire stations are open for inspections from 8am - 8pm daily and operate on a drop-in basis.

Fixed site, set days/hours, by appointment: Stations occasionally schedule appointments within the 8am – 8pm schedule.

Tools and equipment used for inspections: Each fire station is equipped with basic materials for inspections including up-to-date recall lists, locking clips, belt-shortening clips, replacement seats, foam noodles, slip guard and CSS Manufacturer's Instructions.

Data Collection: The fire stations use a standardized "inspection checklist" developed by the Georgia Office of Highway Safety. Completed inspection forms are hand tallied and filed.

Inspection process: A typical inspection begins by the firefighter/technician asking the parent/caregiver to complete a form containing information about the child (children) whose seat(s) is to be inspected. A liability waiver is also included in the form. Inspectors strongly emphasize that children must be present to determine whether the child (children) is in an age and size appropriate safety seat, and whether the child is buckled into the seat correctly.

The inspector observes how the seat is installed upon the family's arrival and makes recommendations as needed. Participants receive hands on instructions and are encouraged to install the seat themselves after demonstration. Technicians encourage parents to come back to have the safety seat installations in other family vehicles inspected as well. Techs discuss with families about future safety restraint needs for the child and discuss restraint use for other children in the family. Techs involve children, as age appropriate, mainly by reinforcing safety restraint use and by asking older kids to adjust buckles and straps as necessary.

Replacement Seat Policy: This station's policy is to replace seats free of charge on a selective basis to those who fall below the US poverty index – total annual household income less than \$50,000. The program does not offer loaner seats.

From May through September 2002, 233 seats were distributed, an average of 58 seats per month. Typically, 70 percent of seats replaced are booster seats and 30 percent are convertible seats. Infant-only seats are not distributed.

Funding for the replacement seats comes from a grant from the Georgia GOHS and from national groups such as the Boost America program. Replacement seats are acquired directly from manufacturers through the city purchasing process. Seats are stored off-site in a city building.

This site does not advertise the availability of replacement seats because the program is primarily an inspection service and seats are only distributed to those in need who cannot afford to purchase a seat.

Liability Insurance: The City of Atlanta Fire Department operates its child safety seat fitting station in accordance with the Georgia Good Samaritan Law, (HB 1966), whereby certified child passenger safety technicians and/or their sponsoring agencies shall not be liable for acts or omissions with respect to child safety seat installation services.

STAFFING

Administrator	Title: Program Coordinator
Paid Position? ⊠ Yes ☐ No	
# at this site: 1	Training Required: Certified CPS Technician, Lieutenant or
	Captain level
(Tasks currently managed by Captain W.G. May. Agency will hire full time coordinator in	Time : Currently 25% of overall duties spent on Safety Seat Program
future.)	Duties: Coordination of program including training, assistance in
	technician recertification, distribution of seats and supplies,
	compilation of forms, ordering of seats and equipment.
Senior Checker Paid Position? ⊠ Yes □ No	Title: Fire Fighter/Technician
(In-Kind Compensation)	Training Required: Certified CPS Technician
# at this site: 55-80 (Count	Time: 10% (1 hour of an 8 hour shift)
fluctuates based on transfers, certification status, etc.)	Duties : Assist parents/caregivers in completing necessary forms, provide technical guidance and instructions, maintain supply of necessary paperwork and forward to headquarters.
	The Atlanta Fire Department's goal is to have 2 technicians per shift, 3 shifts a day at all 30 in-town fire stations.

Paid Staff: Staff members are salaried employees of the City of Atlanta Fire Department.

Use of Volunteers: This site does not use volunteers for inspection station services.

Staff Turnover: Staff turnover has been an issue for this program as some firefighters let their certification lapse, choose not to maintain certification and/or are reassigned to different stations or to different positions within the department. Assistance with the recertification process has helped firefighters maintain certification.

Staff Training and Continuing Education: The Georgia GOHS provided grant funds and helped coordinate the initial training of technicians for the program. Georgia GOHS and University of Georgia child passenger safety instructors conducted five 32-hour training classes between November 2000 and March 2001 to train a total of 120 firefighters. The initial training was offered to firefighters who volunteered for the program. In the future, firefighters may be assigned to take training. Update training and help with the recertification process is provided annually for firefighters. The Atlanta Fire Department hopes to build the technician training into their academy training.

Updates, recalls and other emerging issues are disseminated via email to each station and/or included in briefings held at the beginning of each shift.

PROMOTIONAL AND OUTREACH ACTIVITY

Promotional activities have been closely coordinated with the Georgia GOHS. The Atlanta Fire Department/ Georgia GOHS kicked off the Fitting Station program at a press event in February of 2001 during national Child Passenger Safety Week. News media coverage for the event was substantial and helped to establish the availability of the service. The program is also promoted through the City's cable access television channel.

The Georgia GOHS includes information about the Atlanta Fire Department Fitting Station program in its various informational and outreach activities including Click It or Ticket activities and television and radio public service messages. The Georgia GOHS also directs public inquiries about child passenger safety seat inspections to the Atlanta Fire Department when appropriate.

Additionally, the Fire Department's Public Information unit includes information about the Department's fitting station service in all appropriate community education and outreach. The department has to date not used brochures, flyers, posters, paid advertising, or give-a ways to promote its inspection station services. The department believes word of mouth has contributed greatly to awareness of this community service.

Targeted Promotional and Outreach Activity: Specific programming is geared toward special populations the following ways:

Childcare workers/Head Start staff – The Fire Department's Fire Marshall Unit promotes the Department's Child Safety Seat Fitting Station program to day care facilities through the unit's inspection/education work.

Faith-based communities – Kick-off programs at several local fire houses were held in conjunction with neighborhood churches. The Fire Department participates in numerous health fairs sponsored by churches and other community organizations to promote fire prevention, smoke detector use, blood pressure screening and child passenger safety inspection station services.

Community – The Fire Department also promotes the Fitting Station service through mini town meetings held regularly in the 26 neighborhood planning unit meetings throughout the City of Atlanta. Also, each fire station holds an annual open house for their specific community area.

Promotional Partnerships: The Atlanta Fire Department Fitting Station administrators credit assistance from the Georgia GOHS, area Safe Community networks, and the existing network of child passenger safety technicians and advocates in the Atlanta area as providing critical support for the Department's promotional activities.

FUNDING AND BUDGET

The 2001-2002 budget for the Atlanta Fire Department Fitting Station program was \$75,000. This amount includes funds for a program coordinator, but does not include personnel costs for firefighters/technicians inspection time and administrative oversight of the program.

In-Kind Services and Materials: The Atlanta Fire Department provides in-kind funds for salaries of inspectors/firefighters. With 50+ inspections per month (at the time of site visit) x 0.5 hour per inspection x \$18/hour (average wage) plus 25% in benefits multiplied by 12 months per year, the Fire Department provides approximately \$6,750 in in-kind costs on an annual basis. The Atlanta Fire Department also provides the following in-kind services: firefighter/technician time spent during trainings, office and inspection space, signage, training facilities, administrative oversight and personnel support, storage and transportation services.

Atlanta Fire Department Fitting Station Budget Overview (Budget for 5 months, May – Sept 2002)

Expense	Amount	Subtotal
Program Support:		
Supplies, equipment, recertification training fees, overhead	\$17,713	
Computer Equipment:	\$5,208	
Subtotal		\$22,921
Seats: 983 @ \$33 per seat	\$32,488	
Subtotal		\$55,409
Personnel (Direct Program Expense):		
Salary and benefits for coordinator only	\$12,500	
Contractors - Instructors for Training	\$6,000	
Subtotal		\$73,909
Travel	\$1,091	
Subtotal		\$75,000
In-kind Personnel Costs (Annual estimate)	\$6,750	
Total		\$81,750

Funding: Funds for the program have been provided by a grant from the Georgia GOHS. The above budget was for 5 months, May – Sept 2002. Effective October 2002, the program enters its third year of funding with a proposed funding level of \$100,000. Additionally, the City of Atlanta provides substantial contribution to the program through in-kind contributions.

DEVELOPMENT OF THE INSPECTION STATION

The Georgia GOHS approached the Atlanta Fire Department asking that the Fire Department consider establishing a citywide child safety seat fitting station program. The need for such a program was based on the high rates of misuse of child safety seats seen at weekend child safety seat inspection clinics in the Atlanta area and the excessive wait time at these clinics. According to the Atlanta Fire Department, two-thirds of their runs are emergency medical services-related, so the prevention benefits of the inspection station program were in line with the Department's mission. The Fire Department's locations throughout the city, round-the-clock accessibility, and existing community service/prevention activities made the Atlanta Fire Department an ideal provider for these services.

The fitting stations were brought online in phases, 10 in December 2000, 10 in February 2001 and 10 in March 2002 as firefighters were trained. As of the site visit in July 2002, 70-80 firefighter/technicians were involved in the program, but there was concern as to the number of personnel that would re-certify.

The inspection station personnel cited the following challenges and solutions during the initial development and setting up of this inspection station.

Challenge	Solution
Presenting and securing agreement for Inspection Station program in the Atlanta Fire Department	 Georgia GOHS identified several "champions" of the Inspection Station concept and supported these individuals in their effort to win departmental acceptance of the program.
Integrating the Georgia GOHS grant funds into City of Atlanta calendar year and budget requirements	 The Georgia GOHS worked closely with Fire Department administrative staff to carefully follow City of Atlanta approval procedures and fiscal documentation for acceptance of the grant funds.
Training enough firefighters to staff the firehouses	 The GA GOHS provided critical support through their existing relationship with CPS technician instructors. Fire Department administrators allowed some overtime hiring to accomplish the necessary training.
Recruiting firefighters for initial technician training	 Information about the need for inspection stations services was provided to the firefighters. Passage of Georgia's Good Samaritan law addressed firefighters' concern regarding liability. 120 Firefighters volunteered for initial training.

ADMINISTRATIVE CHALLENGES AND SOLUTIONS

The inspection station personnel cited the following challenges and solutions involved in the on-

going operation of this service.

Challenge	Solution
Maintaining certification for firefighters/technicians	 The Atlanta Fire Department is listed with AAA as the mailing address for Atlanta Fire Department firefighters/technicians so that the program coordinator can facilitate recertification process. The Fire Department offers a recertification update course so that demonstration of certification "hands-on" requirements can be completed more easily.
Maintaining inventories of seats and supplies at various stations	 Technicians at each station are responsible for advising headquarters when materials are needed. Available Fire Department personnel transport the seats from storage to the various stations. One occasion when seats ordered from manufacturers did not arrive as scheduled, the program was able to purchase seats locally to meet immediate needs.
Gathering inspection forms	Procedures require that firefighters forward completed inspection forms to the coordinator for compilation and filing.
Managing work schedules so that every station has a firefighter/technician working from 8am-8pm daily	 Careful scheduling is emphasized to provide necessary coverage. Additional technicians are trained when possible.

Significant Changes Made to the Inspection Station Since It Began:

Funding – Georgia GOHS grant funding increased for 2002-2003

Personnel – Initial coordinator left program and Deputy Chief took over administrative duties for a period before assigning another coordinator. Deputy Chief was surprised at the time required to administer the program, but continued to support the program.

Significant Changes to the Inspection Station Under Consideration or Imminent:

Administrative – Coordinate recertification process more closely

Funding – Seek partnerships with private sector

Personnel – Train more firefighter/technicians

Circumstances That Would Cause the Inspection Station to Terminate:

Termination of funding, change in administrative support.

PROGRAM EVALUATION

The Fitting Station program is evaluated in two ways: self-evaluation for quantity of inspections and by the Georgia GOHS to determine if the program has accomplished the goals established in their grant. The program also plans to place stickers on the back of seats distributed to track distributed seats involved in crashes. The city EMS program will assist with the tracking program by advising the Fire Department when a stickered seat is discovered at a crash scene. Additionally, the Fire Department plans to send follow up cards to determine levels of customer satisfaction.

ADDITIONAL COMMENTS AND RECOMMENDATIONS FROM SITE FOR OTHERS

What are the most FREQUENT reasons people give you for using your service? Convenience of service and availability of seats for those in need.

Have you identified reasons why more people in your target DO NOT utilize your service? Many are not aware of the need to have safety seats checked or they are not aware of the service. Some people may fear discovery of undocumented residency.

If you had the chance to start over again, is there anything you would do differently? If yes, explain:

Hire full time coordinator from inception of program and track recertification of technicians more carefully.

What would you recommend to other organizations starting an inspection station as the most important things to do? Allow enough time for planning prior to initiation of program, carefully synchronize funding periods between the funding agency and sponsoring agency, seek media support and corporate sponsorship. Work to gain strong support of sponsoring agency's administrators and include in media efforts.

What would you recommend to other organizations starting an inspection station as the most important things to avoid? Promote availability of inspection services, not free seats. Only give seats to those who qualify.

CHILD SAFETY SEAT MISUSE TRENDS

Overall, the top three misuses observed by this inspection station are: safety belt not holding safety seat tightly, locking clip used incorrectly or not used when needed and safety seat too old.

The most common infant seat misuse observed is: infant too small for convertible seat.

The most common convertible or forward-facing only seat with harness misuse observed is: harness in wrong slots.

The most common booster seat misuse observed is: child too small/young for booster seat.

The most common safety belt misuse observed is: child too small/young for adult safety belt.

Atlanta Fire Department Sample Materials

PROJECT OBJECTIVES

Provide S.M.A.R.T. Objectives

Write objectives that clarify the expected accomplishments of the project. Objectives should be Specific, Measurable, Action-oriented, Reasonable and Time-specific (S.M.A.R.T.) At a minimum, each objective should include an action verb, specify a target date for accomplishment, be specific, quantifiable, realistic, and impact the problem.

Objectives of establishing the 30 Fitting Stations include:

- Providing training and certification, through GOHS, for the approximately 80 personnel who will become designated as fitting station technicians
- Providing parents and caregivers the opportunity to have a certified child passenger safety technician inspect and install their child safety seat, and educate them about the important child safety seat issues. This service will be made available as long as supplies last. All this will be done free of charge to the public.

During the course of phase two of the program the Fitting Station Program will:

- ✓ Check an average of 196 installations monthly of child safety restraint systems;
- ✓ Provide child safety restraint educational materials to each parent or child care provider who visits one of AFD's 30 fitting station locations during the duration of the program;
- ✓ Distribute and properly install an average of 196 Touriva Child Seats each month (May through September) to Georgia residents;
- ✓ Each Fitting Station or its personnel will sponsor, host or participate in at least one child safety seat check open house within the community where they are located

Promotion of the issue of proper car safety seat installations within North and Central Georgia by distributing information on the program and through Public Service Announcements in the print and electronic media.

29 Apr 02: GOHS Recommended Change

IMPLEMENTATION PLAN

DATE	ACTIVITY	ASSIGNMENT OF RESPONSIBILITY	COMMENT
1 May 02	Hire Project Coordinator (PC) for the duration of this grant	Deputy Chief of Technical Operations and Human Resources Manager	Subject to timely award of grant
10 May 02	Order car seats and booster seats	Deputy Chief of Technical Operations and PC	Subject to proper purchasing procedures
30 May 02	Receive car seats and booster seats	Project Coordinator	Subject to distributor's inventory availability
1 June 02	Start 1 st training class for firefighters as certified technicians	Project Coordinator	Activity subject to timely award of grant
1 June 02	Deliver safety seats to fire stations	Project Coordinator	Approximately 33 seats to each fitting station. Each station will issue 7 seats per month
17 June 02	Start 2nd training class for firefighters as certified technicians	Project Coordinator	Activity subject to timely award of grant
1 July 02	Start 3rd training class for firefighters as certified technicians	Project Coordinator	Activity subject to timely award of grant
10 July 02	Launch media campaign to advertise Car Safety Seat Fitting Station Program	Project Coordinator and the AFD's Public Information Officer	Major outreach event
1 August 02 through 31 September 02	Continue to inspect vehicles with car safety seats installed	Fitting Station Certified Technicians	Each fitting station is projected to service an average of 7 vehicles per month
1 August 02 through 31 September 02	Install new safety seats in vehicles without a properly working safety seat	-	Each fitting station is projected to service an average of 7 vehicles per month

29 Apr 02: GOHS Recommended Change

GOVERNOR'S OFFICE OF HIGHWAY SAFETY & CITY OF ATLANTA FIRE DEPARTMENT FITTING STATION

STANDARD OPERATING PROCEDURES (SOP) & POLICIES

INTRODUCTION:

The City of Atlanta Fire Department has agreed to a formal partnership with the Georgia Governor's Office of Highway Safety (GOHS) to check and distribute child safety seats to the metropolitan Atlanta general public. The City of Atlanta will use its 30 fire stations in order to serve the public as permanent fitting stations. The hours of operation for the fitting stations will be from 8 a.m. until 8 p.m. daily unless emergency situations or general operation procedures occur that require firefighters immediate attention.

In accordance with House Bill 1066, Section 1, subsection (b), A child passenger safety technician or sponsoring organization shall not be liable to any person as a result of any act or omission that occurs solely in the inspection, installation or adjustment of a child safety seat, or in providing education regarding the installation or adjustment of a child safety seat if the child passenger safety technician or sponsoring organization provides the services without a fee and acts in good faith within the scope of training for which the technician is currently certified and unless the act or omission constitutes willful and wanton misconduct or gross negligence. The City of Atlanta Fire Department operates its fitting station in accordance to this established state law.

The purpose of these Standard Operating Procedures and Policies is not to precede or interfere with the NHTSA Standardized Child Passenger Safety Training Manual Program. The purpose however is to ensure compliance with these standardized policies as well as provide guidance on the operation of the GOHS/City of Atlanta Fire Department Fitting Station.

All Child Passenger Safety Technicians participating in this program must maintain established certifications and re-certifications as indicated by NHTSA and AAA.

GOHS/CITY OF ATLANTA FIRE DEPARTMENT CHILD SAFETY SEAT POLICY & PROCEDURES

CHILD SAFETY SEAT ELIGIBLITY REQUIREMENTS

EFFECTIVE DATE: May 1, 2002

POLICY:

The Atlanta Fire Department does not have a "duty" to provide free seats to the public. We do, however, have a duty to provide correct information about each seat and how it should be installed. We have a duty to advise the caregiver about an unsafe seat, as well as recommendations for replacement type.

The Atlanta Fire Department Fitting Stations are designed to meet the needs of indigent families and the high-risk populations. For families whose total household income exceeds \$50,000, it is **not** recommended that they receive a free replacement seat. However, all persons are eligible to have their child safety seat checked by one of our Certified Child Safety Seat Technicians.

It is our goal that no family or caregiver leaves an Atlanta Fire Department check event or inspection with a child improperly restrained.

PROCEDURE:

As a parent or caregiver arrives at the Atlanta Fire Department Fitting Stations, the Certified Child Passenger Safety Technician must:

- Assist parent/caregiver in completing all necessary forms.
- Provide technical guidance and instructions.
- Make the final determination as to who receives a replacement seat.

GOHS/CITY OF ATLANTA FIRE DEPARTMENT CHILD SAFETY SEAT POLICY & PROCEDURE

INSPECTION OF CHILD SAFETY SEATS

EFFECTIVE DATE: May 1, 2002

POLICY:

All Child Passenger Safety Technicians must adhere to NHTSA, Standardized Child Passenger Safety Training Manual Program-Participant Manual-Spring, 2001 Edition and must maintain their certification through AAA.

PROCEDURE:

All metropolitan Atlanta residents are to be encouraged to have their Child Safety Seats Inspected by a certified CPS Technician at each Atlanta Fire Department Fitting Station. New seats will be only distributed under the guidelines of the replacement seat policy. All certified CPS Technicians will fill out the proper paper work documenting each checked seats. These forms will be maintained at each station and available for review upon request.

4

	GOHS	THE TAX TO SEE THE TOTAL OF THE TAX
	Governor's Office of Highways and Safety	FIRE STATION #
• '	TO CAR SEAT CHECKERS: Observe child in seet fint. Then identify seet in Perent/Querdian's Name (Fins)	> >
	Child's First Name Age (yrs) (mos)	Weightithe) Height (in) PROPER ID IS REQUIRED / Driver's License or Valid ID
	Address	
	Chy Shirts Zip	Zip Code (Required). Telephone Number
	Make of Vahicle	Vehicle Model Front-passenger side air bag? If yea, is air bag active?
	I understand and agree that the sole purpose of this program is to being provided as a free service to me; that this program cannot full component of my vehicle, including the seats or safety beits; and the	understand and agree that the sole purpose of this program is to help reduce the incidence of the improper installation of car seats, that this inspection is being provided as a free service to me; that this program cannot fully evaluate the quality, askety, or condition of the car soat provided or any component of my vehicle, including the seats or safety being, and that this program cannot guarantee my child's safety in a vehicle collision.
	However, I understand that a property used child safety seat can re- reed both the vehicle and car seat Instruction manuals.	that a property used child safety seat can reduce fatal injury by 71% for infants and by 54% for toddlers and that it is important to nd car seat instruction manuals.
	For these reasons I hereby release the City of Atlanta Fire Department, the Governon's Office of Highways and any present or future liability for any injuries or damages that may result from a vehicle collision or otherwise. Signature Mo. Day	or these reasons I hereby release the City of Atlanta Fire Department, the Governor's Office of Highways and Safety; and any program participants from my present or future liability for any injuries or damages that may result from a vehicle collision or otherwise. Mo. Day Yr.
	Car seal manufacturer	N Y Clearly Dack seed in Dack seed
		>
	Car seed name	A Y Seet in creating Y A A A Constitution in research bedeated to be a A A A A A A A A A A A A A A A A A A
- Çārini -	Cer seet model number Date of manufacture (MM/DD/YY)	missing is car seat on recall list? Unable to determine if yes, has recall been repaired?